



Fox Valley
TECHNICAL COLLEGE
Knowledge That Works

Noel-Levitz 2015 Student Satisfaction Results

Survey Report

May 2016

www.fvtc.edu

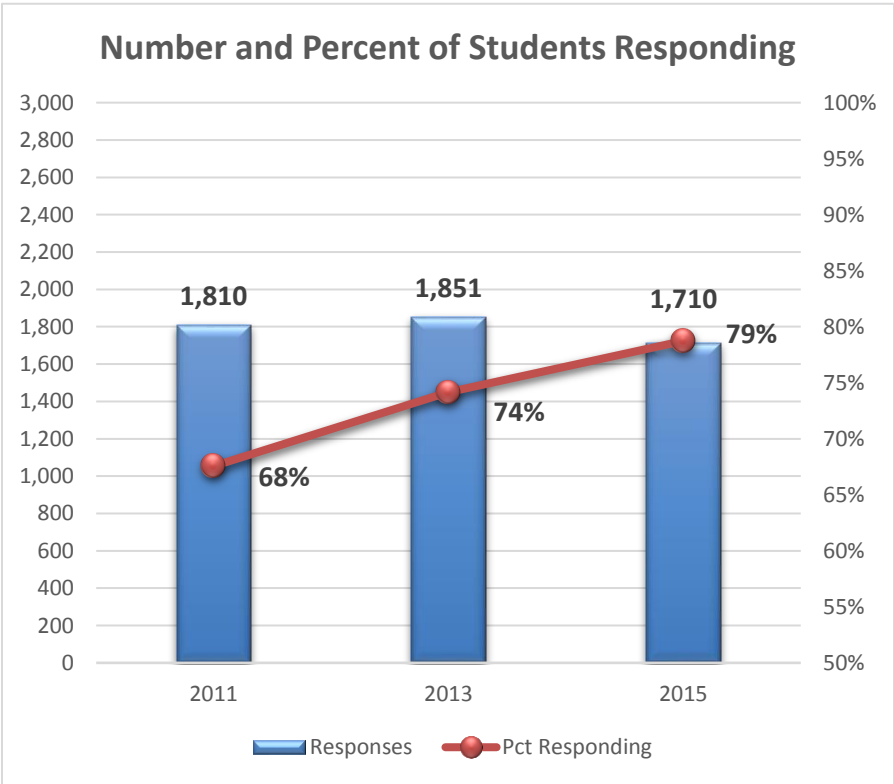
Executive Summary

Fox Valley Technical College conducts the Student Satisfaction survey as an ongoing effort to gather feedback from students across the district. Understanding students' experiences and satisfaction is important in college efforts to enrich the student experience and to make Fox Valley Technical College a more student-centered college. The results of this effort provide the College with valuable information that will be used for student success initiatives, strategic planning and continuous improvement.

The Noel-Levitz Student Satisfaction Inventory (SSI) was conducted in November 2015 to evaluate academic, instructional and student support services from the students' point of view. Program instructors distributed 2,172 paper copies within classrooms and 1,709 (79%) completed the paper survey. This report highlights the results of the SSI survey including college participation and representation, key demographic longitudinal comparisons and key findings.

College Participation and Representation

Figure 1



Significant efforts were invested in pre-planning and gathering college-wide demographics to conduct this survey with the goal of obtaining a comprehensive representation of student satisfaction across the entire College. In Figure 1, the number of students responding shows the numbers of students participating in the SSI with 1,810 for 2011 out of 2,679 surveys; 1,851 for 2013 out of 2,496 surveys; and 1,710 for 2015 out of 2,172 surveys.

Students from all district campuses were included in the SSI survey.

Although the majority of respondents are from students in classes on the Appleton campus, it is important that students from all district locations are represented in the SSI, as well as students from all divisions. Figure 2 and Figure 3 demonstrate regional and division representation across the Fox Valley Technical College district.

Figure 2

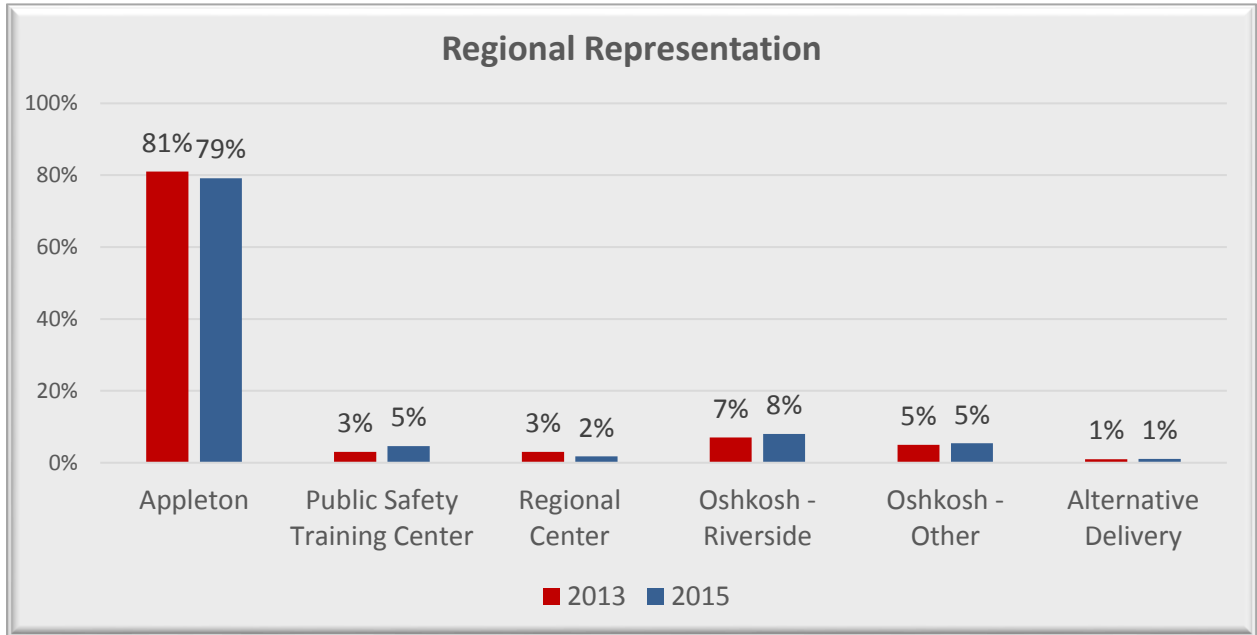
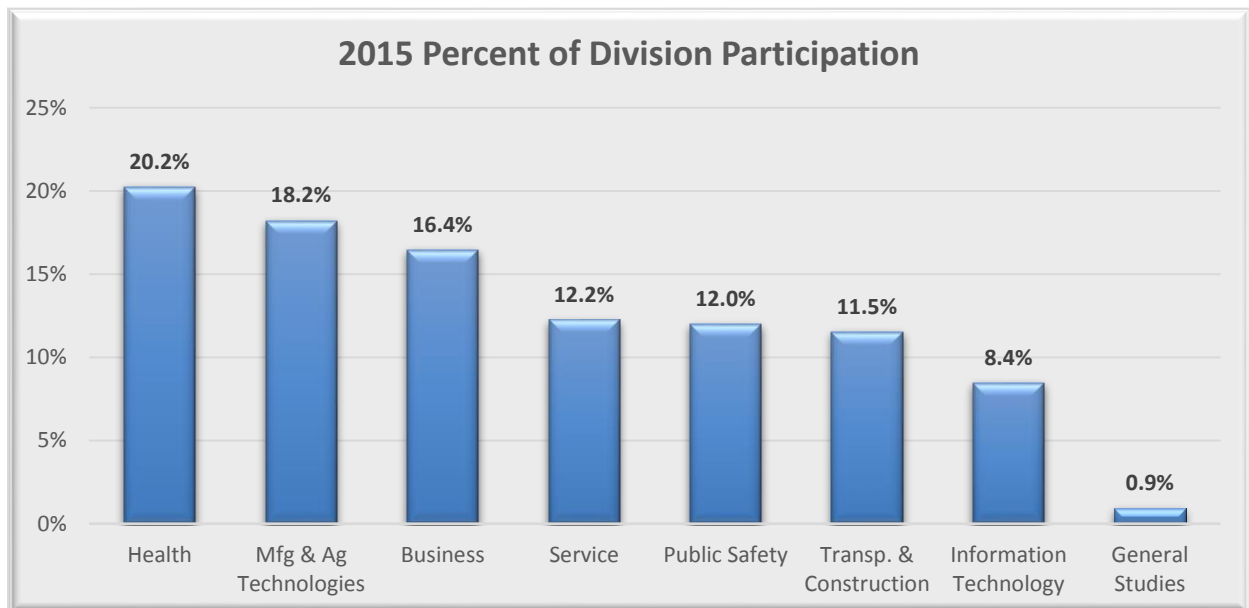


Figure 3



Key Demographic Comparisons

The student age groups represented in the survey sample has notably changed in some areas from 2011 to 2015. There is an increasing trend in the percentage of students under age 24 and a decreasing trend in students age 25 and above.

Age	2011	2013	2015
18 and under	7.3%	10.2%	13.3%
19 to 24	46.0%	50.8%	53.4%
25 to 34	24.9%	23.0%	20.5%
35 to 44	11.0%	9.8%	7.3%
45 and over	10.8%	6.3%	5.4%

A higher percentage of students from 2011 to 2015 are focused on an Associate Degree, along with a noted increase in students indicating that their goal is a Vocational/Technical Program from 2013 to 2015.

Educational Goals	2011	2013	2015
Associate degree	67.6%	70.1%	70.8%
Vocational/Technical program	12.3%	8.7%	11.7%
Transfer to another institution	6.0%	6.7%	7.1%
Certification (initial or renewal)	8.0%	6.1%	4.0%
Self-improvement/pleasure	0.9%	1.8%	1.2%
Job-related training	2.8%	3.6%	1.4%
Other	2.5%	3.7%	3.8%

The percentage of students employed increased from 72% in 2011 to 92% in 2015. Students not employed decreased from nearly 28% in 2011 to 18% in 2015.

Employment	2011	2013	2015
Full-time off campus	22.9%	28.4%	26.1%
Part-time off campus	43.8%	44.8%	50.9%
Full-time on campus	1.6%	1.4%	1.3%
Part-time on campus	4.0%	2.7%	3.6%
Not employed	27.7%	22.7%	18.1%

The percentage of students identified as having a disability remains nearly the same.

Disabilities	2011	2013	2015
Physical disability or diagnosed learning disability	11.1%	11.2%	11.5%
No Disability	89.0%	88.8%	88.5%

Key Findings

This report identifies the areas that matter most to students, how satisfied they are in having their expectations met, and where there is room for improvement. It also highlights how FVTC compares with the other WTCS (Wisconsin Technical College System) colleges and national community colleges. Key findings include strengths, challenges, benchmarks and trends.

Meeting Student Satisfaction Expectations

The 2015 survey results demonstrate an increasing average student satisfaction mean rating for the 2011, 2013 and 2015 results.

Mean Score Comparison

How has your college experience met your expectations?	2011	2013	2015
	4.90	4.84	4.97
Overall satisfaction with your experience at FVTC.			
	5.62	5.58	5.67
If you had to do it over again, would you enroll here?			
	5.84	5.80	5.85

In 2015, over 94% of students chose Fox Valley Technical College as their first or second choice.

Institution was my	2011	2013	2015
1st Choice	74.2%	72.8%	73.14%
2nd Choice	21.6%	21.7%	21.02%
3rd Choice	4.3%	5.5%	5.84%

FVTC Institutional Summary

The survey results are summarized in an institutional summary of twelve scales (categories) to provide an overview of student satisfaction. The information below shows an increase in the Satisfaction means for all twelve categories from 2011 to 2015.

Institutional Summary of Satisfaction Means	2011	2013	2015
1. Student Centeredness	5.58	5.56	5.72
2. Instructional Effectiveness	5.61	5.57	5.72
3. Responsiveness to Diverse Populations	5.51	5.53	5.64
4. Campus Support Services	5.14	5.14	5.29
5. Safety and Security	5.15	5.07	5.32
6. Academic Advising/Counseling	5.42	5.34	5.55
7. Admissions and Financial Aid	5.25	5.31	5.36
8. Academic Services	5.42	5.46	5.70
9. Registration Effectiveness	5.43	5.41	5.57
10. Service Excellence	5.39	5.38	5.53
11. Concern for the Individual	5.42	5.40	5.59
12. Campus Climate	5.43	5.50	5.64

The Importance mean ratings listed below also demonstrate an increase in each of the twelve scales.

Institutional Summary of Importance Means	2011	2013	2015
1. Student Centeredness	6.04	5.94	6.05
2. Instructional Effectiveness	6.27	6.16	6.25
3. Responsiveness to Diverse Populations	N/A	N/A	N/A
4. Campus Support Services	5.33	5.32	5.44
5. Safety and Security	5.84	5.76	5.90
6. Academic Advising/Counseling	6.13	6.00	6.09
7. Admissions and Financial Aid	5.98	5.88	5.97
8. Academic Services	5.94	5.83	6.01
9. Registration Effectiveness	6.14	6.03	6.12
10. Service Excellence	5.90	5.79	5.91
11. Concern for the Individual	6.15	6.05	6.13
12. Campus Climate	6.00	5.91	6.02

A complete listing of the questions that make up each category can be found in the Institutional Scale Report, which is available upon request.

FVTC Institutional Strengths

Strengths equal high importance and high satisfaction. In 2015, FVTC students rank the following items in the top half of importance and the top 25% of satisfaction scores:

- Nearly all of the faculty are knowledgeable in their fields.
- I am able to experience intellectual growth here.
- The campus is safe and secure for all students.
- My academic advisor is knowledgeable about my program requirements.
- There is a good variety of courses provided on this campus.
- My occupational/technical coursework has prepared me to think critically and creatively in the workplace.
- My occupational/technical coursework has prepared me to act responsibly in the workplace.

FVTC Institutional Challenges

Challenges equal high importance and low satisfaction or large performance gap. The following items rank in the top half of importance and the bottom 25% of satisfaction scores or top 25% of performance gaps:

- The quality of instruction I receive in most of my classes is excellent.
- Classes are scheduled at times that are convenient for me.
- I am able to register for classes I need with few conflicts.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty are understanding of students' unique life circumstances.
- This school does whatever it can to help me reach my educational goals.
- Faculty provide timely feedback about student progress in a course.
- Adequate financial aid is available for most students.
- Policies and procedures regarding registration and course selection are clear and well-publicized.

Benchmarks

Benchmark results provide an overview of how students' perceptions compare with other technical colleges across the state and nationally. The following strengths benchmark FVTC SSI results with other Wisconsin Technical College System results and national college results.

FVTC Higher Satisfaction Comparison with Wisconsin Technical College System

- Nearly all of the faculty are knowledgeable in their fields.
- My academic advisor is knowledgeable about my program requirements.
- The quality of instruction in the vocational/technical programs is excellent.
- There is a good variety of courses provided on this campus.
- Computer labs are adequate and accessible.
- The equipment in the lab facilities is kept up to date.

FVTC Higher Satisfaction Comparison with National Colleges

- The quality of instruction I receive in most of my classes is excellent.
- Nearly all of the faculty are knowledgeable in their fields.
- I am able to experience intellectual growth here.
- The campus is safe and secure for all students.
- Program requirements are clear and reasonable.
- My academic advisor is knowledgeable about my program requirements.
- The quality of instruction in the vocational/technical programs is excellent.
- There is a good variety of courses provided on this campus.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty are understanding of students' unique life circumstances.
- Nearly all classes deal with practical experiences and applications.
- This school does whatever it can to help me reach my educational goals.

Trends in Student Satisfaction

The results of the SSI are studied and analyzed for trends affecting the College. Information is provided in the figures below on trends recognized for 2015.

Figure 4

An average of 94.16% of students choose FVTC as their first or second choice for college.

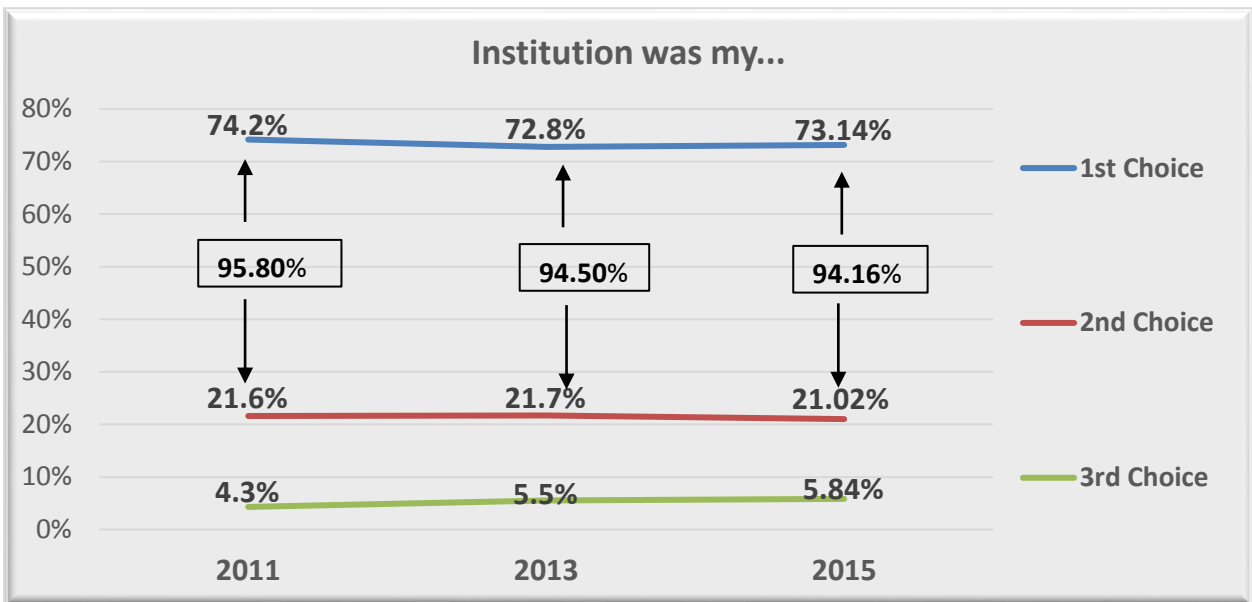


Figure 5

Cost is increasingly important to students when choosing to enroll at FVTC.

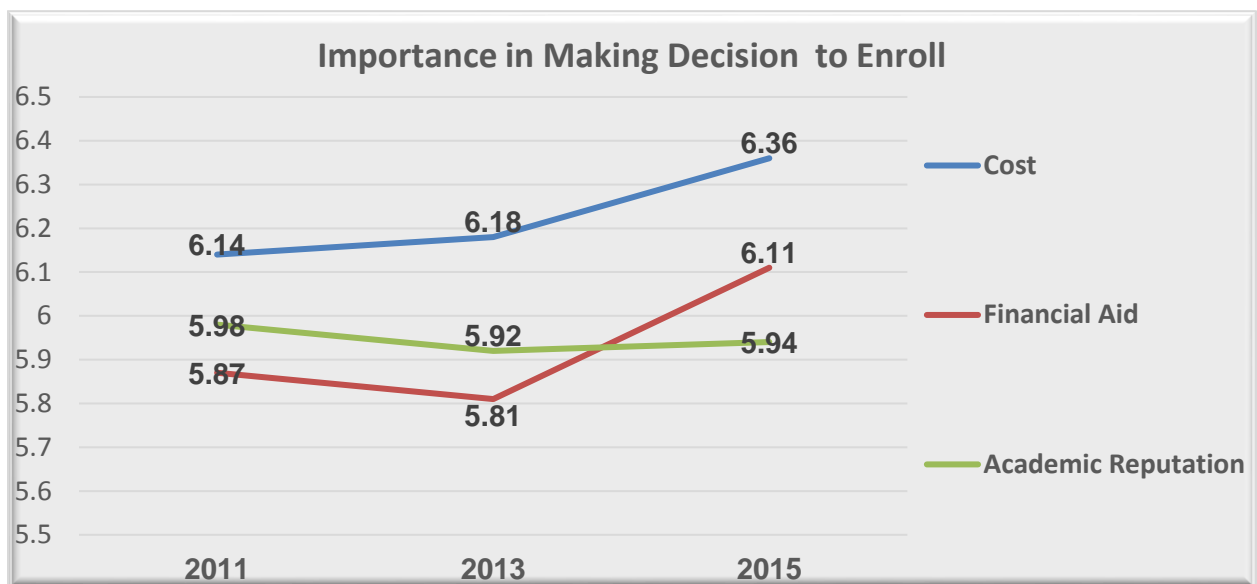


Figure 6

The percentage of students age 19 to 24 is increasingly represented and the percentage of students age 35 to 44 has decreased over the three reported years of results.

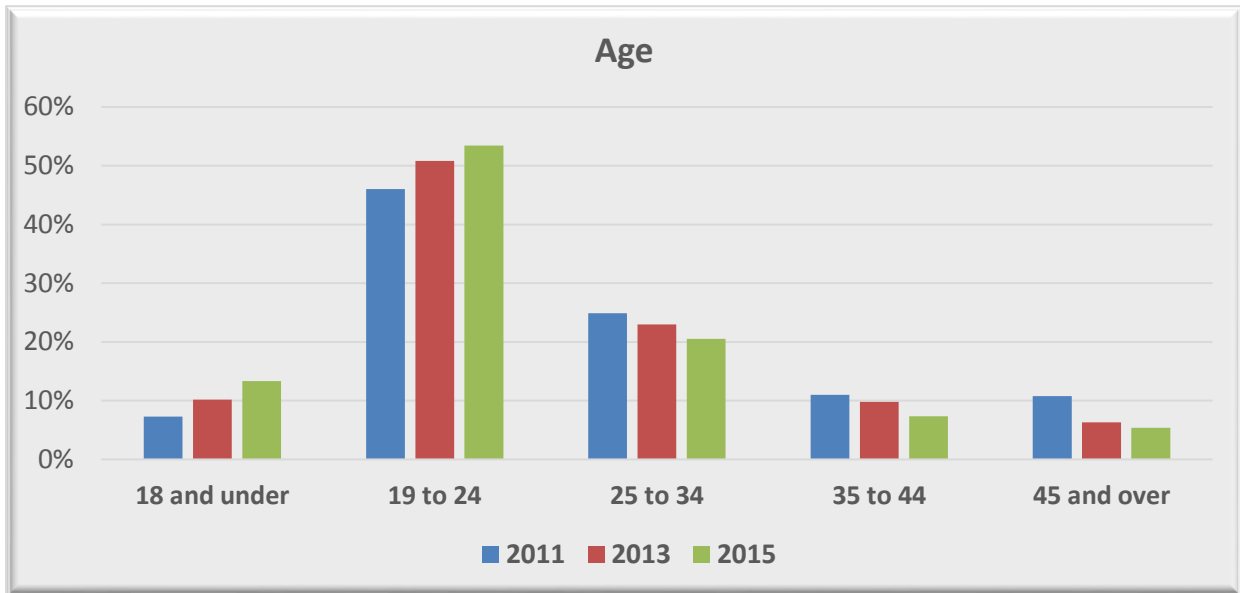


Figure 7

The percentage of students choosing educational goals of associate degree are increasing as conversely the percentage of students choosing vocational/technical programs is fluctuating.

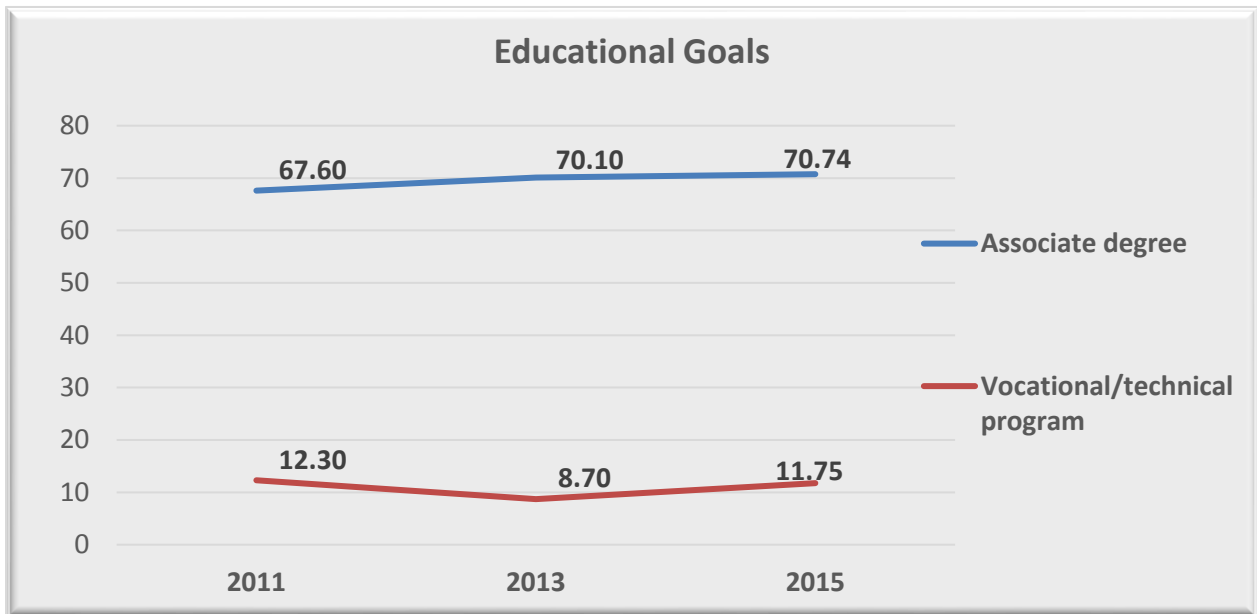


Figure 8

The three year average (mean) remains steady for overall satisfaction.

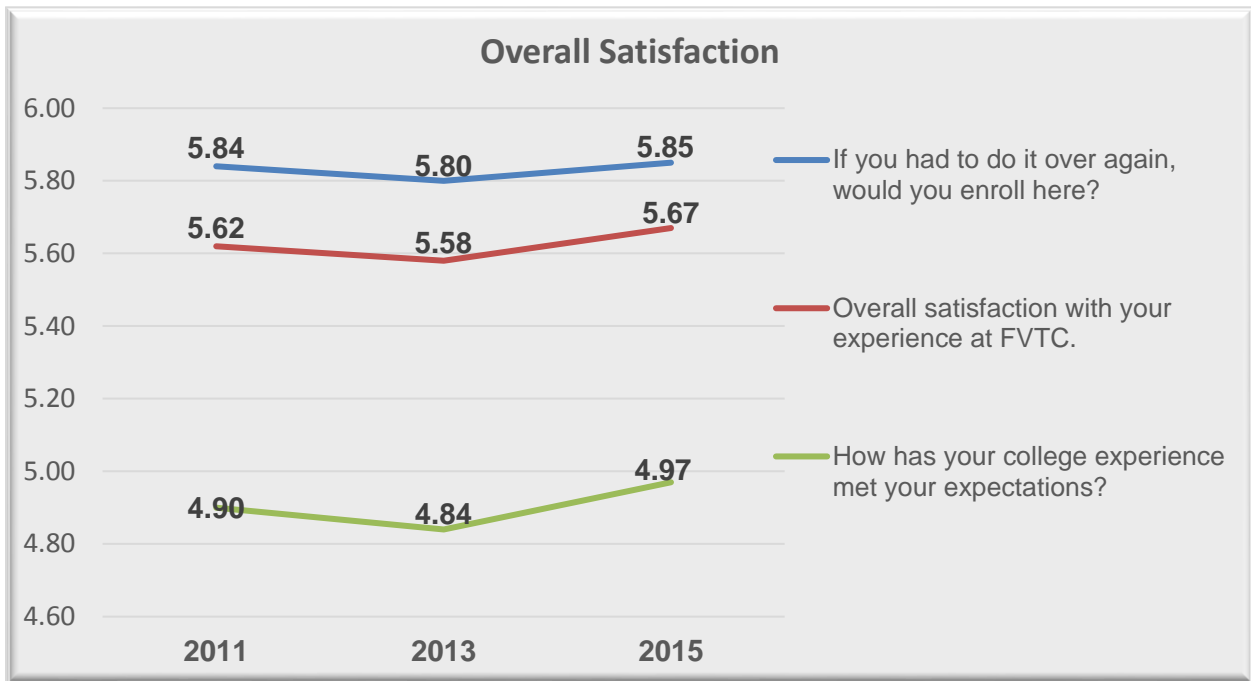


Figure 9 Satisfaction Scales Trending Upward

Survey questions are summarized into twelve scales (categories). These four scales demonstrate areas of satisfaction that are trending higher over the three year results.

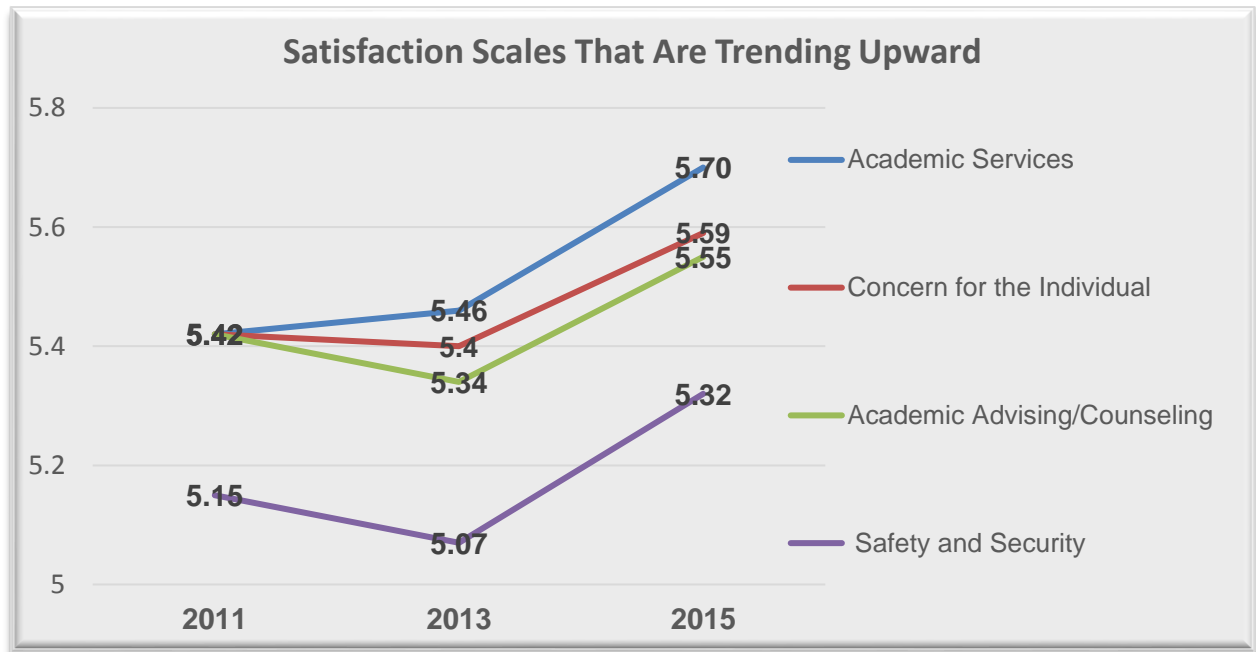


Table1. Employability Essentials

Employability Essentials are the skills and behaviors employers want to see demonstrated in the workplace, and they are incorporated into all credit courses. On a scale of 1-7, Table 1 demonstrates a high rate of satisfaction for each Employability Essential as compared to its rating of importance and the resulting performance gap.

Employability Essentials	Importance	Satisfaction	Performance Gap (Sorted)
My general education coursework has prepared me to Adapt to Change in the workplace.	6.06	5.62	0.44
My occupational/technical coursework has prepared me to Adapt to Change in the workplace.	6.12	5.69	0.43
My general education coursework has prepared me to Think Critically and Creatively in the workplace.	6.25	5.89	0.36
My occupational/technical coursework has prepared me to Think Critically and Creatively in the workplace.	6.29	5.96	0.33
My general education coursework has prepared me to Communicate Effectively and Respectfully in the workplace.	6.08	5.77	0.31
My occupational/technical coursework has prepared me to Work Collaboratively in the workplace.	6.24	5.95	0.29
My general education coursework has prepared me to Work Collaboratively in the workplace.	6.18	5.91	0.27
My occupational/technical coursework has prepared me to Communicate Effectively and Respectfully in the workplace.	6.12	5.85	0.27
My general education coursework has prepared me to Act Responsibly in the workplace.	6.12	5.85	0.27
My occupational/technical coursework has prepared me to Act Responsibly in the workplace.	6.28	6.03	0.25

Using the Results

The results of the student satisfaction survey provide useful and comprehensive information to guide decision-making efforts and action planning. From these results, the College can identify overall strengths, which provide a foundation from which to build as we seek to continually improve. Further, important information is obtained regarding where to focus resources to improve programs and services.

FVTC continues to deliver high quality services that students expect. The information from this report will be further analyzed; specific strengths and challenges will be studied for their implications on the College; and detailed information will be shared with all divisions. The information from this satisfaction data provides:

- Direction for student success initiatives
- Guidance in strategic planning efforts
- Input as part of continuous quality improvement efforts
- Information for accreditation requirements
- Nationally-normed satisfaction research for recruitment efforts
- Data-driven decision making

The full 2015 Noel-Levitz SSI data report is available upon request from the College Effectiveness Department by phone 920-735-4782 or email waurio@fvtc.edu.